SMART Center Update

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PT/OT Dept Business Manager
(SMART Center Manager)

Changes

Staffing

from 3 providers, 4 ATCs, + Tues DPM

to <1 provider, 3 ATCs, + P.T. support

New Approach to Acute MSK care

--half time training room model

Acute walk-in hours

Sample schedule for Dr. Skanchy

0710 – 0730	EST
0730 – 0800	SPEC
0800 – 0820	EST
0820 – 0840	EST
0840 – 0900	EST
0900 – 1130	Acute walk-in clinic
1200 – 1230	lunch
1230 – 1300	SPEC
1300 – 1400	Acute walk-in clinic
1400 – 1420	EST
1420 – 1440	EST
1440 – 1500	EST

Half day unscheduled ACUTES, 7 follow-up slots, only two SPEC appointments/day

Dr. Skanchy: NBSD: M, T, Th, F.

Acute Coverage by P.T. on Wednesdays.

Definitions and Access

SMART defined “Acute”: DOI prior 1- 3 days

order x-rays

send them over during walk-in clinic hrs

they will be evaluated by provider and ATC

SMART defined “SPEC”: DOI from 4d to 4 wks

Refer by consult

A Word on Consults

- Communicate clinical goals.
- Provide best contact (cell or e-mail).
- One consult per body part.
- Routine consults only.
- If not new it will be referred or returned.
- If previously seen by specialist or therapist it will be referred to returned.
- CAMO will pick up consults in near future.

Additional

- SMART cannot give DME for non-SMART patients.
- SMART staff will continue to communicate fleet no-shows to IDCs.
- We may begin to do the same for PT/OT patients in an effort to make that Dept more efficient.
- Success depends on our working together.